

INTERNAL /EXTERNAL JOB ADVERTISEMENT

POSITION:	STATION MANAGER
DEPARTMENT:	GROUND OPERATION
LOCATION:	MAIDUGURI

QUALIFICATIONS: [MINIMUM]

- BSC/HND PREFERABLY IN AVIATION OR BUSINESS MANAGEMENT
- CERTIFICATION IN AVIATION MANAGEMENT IS AN ADVANTAGE

JOB PURPOSE:

- TO DIRECT AND COORDINATE ALL STATION ACTIVITIES, DEVELOP AND IMPLEMENT COMPANY'S MARKETING AND BRAND STRATEGIC PLANS IN ORDER TO RETAIN AND INCREASE THE STATIONS MARKET SHARE.

DUTIES AND RESPONSIBILITIES:

- MANAGE AND DEVELOP STATION CREW TEAM MEMBERS TO ENSURE A DIFFERENTIATED AND QUALITY CUSTOMER SERVICE EXPERIENCE FOR PASSENGERS.
- MANAGE AND MONITOR DAY TO DAY PERFORMANCE OF THE STATION IN ORDER TO ENSURE CUSTOMER SERVICE, ACCURATE AND TIMELY EXECUTION OF ALL PROCESSES AND PROCEDURES AND MAINTAIN THE HIGHEST STANDARDS OF QUALITY.
- ENGAGE IN ACTIVE AND EFFECTIVE MARKETING OF PUBLIC SECTOR RELATIONSHIPS, UPPER MIDDLE CLASS, AND PRIVATE SECTOR INDIVIDUALS FOR THE PURPOSE OF SELLING BULK SEATS, DISCOUNTED UPPER CLASS SEATS AND CHARTER SERVICE.
- IMPLEMENT STRATEGIC MARKETING AND BRAND PLANS IN ORDER TO RETAIN AND INCREASE THE STATIONS MARKET SHARE.
- RESPONSIBLE FOR KEEPING ALL STATION FACILITIES, EQUIPMENT AND ACTIVITIES IN COMPLIANCE WITH AVIATION AND LABOR LAWS(LOCAL, STATE AND FEDERAL)
- ADHERE TO THE COMPANY SAFETY AND SECURITY RULES AND REGULATIONS
- MAKE ACQUAINTANCE WITH LOCAL BUSINESS AND CIVIC LEADERS AND PARTICIPATE IN COMMUNITY ACTIVITIES.
- EVALUATE AND AUDIT WORK PROCESS TO ENSURE ADHERENCE TO PROCESS STANDARDS AND AVOIDANCE OF WASTED COMPANY PROPERTIES(AND IN STATIONS BE THE COMPANY'S PUBLIC RELATIONS REPRESENTATIVE)
- PLAN, ASSIST AND MANAGE UNPLANNED/SHORT TERM EVENTS AND CROWD MANAGEMENT.
- ENSURE PASSENGER SAFETY, SECURITY AND REPATRIATION OF LOST AND FOUND ITEMS.
- COORDINATE GUEST RELATIONS, VIP HANDLING AND FACILITATION

COMPETENCIES:

- MUST BE DETAILED AND ORGANISED WITH GOOD COMMUNICATION SKILLS
- MUST BE PROACTIVE WITH EXCELLENT INTERPERSONAL SKILLS
- CUSTOM ACT AND PENAL CODE.
- KNOWLEDGE OF REGULATORY ISSUES AND LEGAL FRAMEWORK GUIDING AVIATION.
- KNOWLEDGE OF AVIATION SECURITY PRACTICE.
- PRACTICAL UNDERSTANDING OF THE PUBLIC SECTOR PROTOCOL AND REPORTING STRUCTURE.
- GOOD UNDERSTANDING OF THE DYNAMICS OF THE AVIATION INDUSTRY
- MUST HAVE AN EXTENSIVE EXPERIENCE IN A CUSTOMER SERVICE
- ROBUST KNOWLEDGE IN HANDLING EXCEPTIONS THAT MAY ARISE IN THE COURSE OF NORMAL DUTIES ENVIRONMENT.
- BASIC KNOWLEDGE OF AIRLINES SYSTEM NETWORK
- KNOWLEDGE OF GOVERNMENT REGULATIONS, COMPANY'S POLICIES AND PROCEDURES INCLUDING BUT NOT LIMITED TO DANGEROUS GOODS ACCEPTANCE AND HANDLING, FLIGHT SECURITY PROBLEMS, SAFETY INCIDENT/HAZARD REPORTING.

EXPERIENCE: [MINIMUM]

- MINIMUM 8 YEARS COGNATE EXPERIENCE PREFERABLY IN AN AIRPORT ENVIRONMENT

METHOD OF APPLICATION:

- APPLICATION + DETAILED CV TO BE FORWARDED ON OR BEFORE CLOSE OF

BUSINESS ON THURSDAY 14TH OCTOBER 2021 TO: CAREERS@ACN.AERO WITH THE POSITION APPLIED FOR AS THE SUBJECT OF YOUR APPLICATION.

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED
